



Local Advisory Council (LAC) Meeting Minutes
Tuesday, February 18, 2020

LAC Member Attendance:

District One - Andre Bryant-Absent
District Two - Celia Collins-Present
District Three - James Jones-Absent
District Four - vacate
District Five - Sabrina Simmons-Present

District Six - Yvonne Roundtree-Present
District Seven - Fayne Chennault-Present
DAAA - Tamara Perrin-Present
DAAA - Anita Owen-Excused

Call to Order: Yvonne Roundtree, Chairperson, 10:02 am

Opening Remarks/Chairperson's Report- Ms. Roundtree opened the meeting acknowledging there wasn't a quorum and that any business decisions would have to wait until a quorum was reached, or business would have to wait until the next meeting.

Approval of the November 19, 2019 Meeting Minutes- Approved without revisions.

Presentation-Elenora Austell distributed surveys for ridership to fill out as part of a RTA initiative on scheduling software.

DDOT Administrative Reports

- A. Chief of Transit Police-** Chief Brown introduced Lt. Edward Arnold and answered select questions about safety on the buses.
- B. Interim Deputy Director-** No Report. She is out of town.
- C. Manager of Special Projects-** Briefly outlined the training on ADA, Customer Service and Special Services given to MetroLift providers. He is working on additional training per the providers request. LAC members requested the powerpoint presentation be emailed to LAC members.
- D. Assistant Director- Vehicle Maintenance-** Larry Luckett reported 26 new buses are being delivered with USB ports and 24 inch monitors on board. Still hiring CSAs to clean the buses. Eleven students graduated from the Wayne County Community College District's Mechanics class. Most to be hired by DDOT. He was asked about hiring youth as part of a program with the High Schools to recruit City employees from students who are graduating.
- E. Assistant Director-Operations-** No report.
- F. Marketing Manager-** Reported there is a Community Input Meeting on February 20, 2020.
- G. Grants Administrator-** No Report
- H. General Manager, MetroLift-** Simone Lowe was out of the office. Timikka Reeves, representing Simone Lowe stated: 1. Riders should leave phone numbers when leaving a message. 2. Transdev is working on purchasing new scheduling software. 3. She stated the training course for drivers went well, and there is a request for more training.
- I. Service Development and Scheduling Manager-** Geena Schofield reported the manager left DDOT so there isn't anything to report at the moment. She also briefly discussed the bus stop initiative.

- J. ADA Coordinator**- Don Lozen reported that a new District 4 representative will be formally appointed by Director, Angelica Jones, and attend the next meeting. The Cleaver Device Annunicator project will be completed 3/6/20. Every bus will be able to announce every bus stop and transfer point. Conditional eligibility is waiting on SMART to sign the MOU so the functional assessment center can move forward. Compliance will be conducting an audit on Paratransit services as stated in the response to Mr. Richard Clay's 15 Recommendations. .The next LAC meeting might be held at DDOT's new office. A meeting notice will be published to verify where the next meeting will be held. Don stated that the issue of whether MetroLift will be brought in house will be part of 2021 contract negotiation.

Old Business

- A. Metrolift vehicles fitting the needs of the rider**- There was a good discussion on how to make sure riders needs are addressed so appropriate vehicles can transport them. Riders need to express their needs when scheduling so they can be placed on the manifest.

New Business - No new business to report.

Public Comments

1. Michelle DeSouza was pleased to hear same day service had returned. She complimented Moe and Bright for excellent service. She complained that wait time on MetroLift's phone service is too long. The call back service didn't work; she was put back into the cue.
 2. Norwood Johnson wanted to know about the location of future meetings. He requested that his land line be the first phone to call.
 3. LArrie Jefferson asked if drivers are suppose to open the van door for riders. She complained that twice the vehicle smelled like marijuana.. Vans were dirty inside and out.
- All three comments were addressed. Timikka Reeves will address the long waits on the phones and call back responses Ms. DeSouza experienced. She will also change Mr. Johnson's phone number preferences on his instructions. Bright Transportation asked Ms. Jefferson for more information so he could address her concerns.

Other Comments

1. Providers state that the new marijuana laws means people smoke and then board vehicles. The smell permeates.
2. Sabrina asked that MetroLift customer service hours be extended to 6 PM. She also asked that service be more consistent. Timikka Reeves stated she would bring this suggestion to Simone Lowe, Intermin General Manager, Transdev.

Adjournment: The meeting was adjourned at 11:20 am.

Next Meeting: May 19, 2020

Minutes Submitted By: Donald C Lozen, Regulatory Compliance Officer-ADA